



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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December 15, 2006

To: Supervisor Zev Yaroslavsky, Chair  
Supervisor Yvonne B. Burke, Chair Pro Tem  
Supervisor Gloria Molina  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider *GW*  
Chief Information Officer */JW*

Subject: **COUNTY MICROSOFT MASTER SERVICES AGREEMENT 75272  
STATUS REPORT #2**

The purpose of this report is to provide a status summary of the County's Master Services Agreement (MSA) with Microsoft Corporation, which your Board adopted on May 24, 2005 (Agreement 75272), and is an update to our June 1, 2006 report.

### Background

Departments utilize Microsoft technologies to support their internal day-to-day operations, and to communicate with businesses and members of the public. The ability to have access to Microsoft's priority support and professional services is important in obtaining timely problem resolution and in maximizing product capabilities. The Microsoft MSA was established to provide a structure that streamlines and standardizes the acquisition process for Microsoft services across the County.

The MSA allows departments to procure Microsoft Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft MCS can provide proven practices for architecting, planning, building, and deploying Microsoft technologies. Microsoft PSS can provide priority support and operational guidance that helps organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies.

**Status**

Over the past seven (7) months, seven (7) departments have established Premier Support Services (PSS) statements of services with Microsoft, and one (1) department had engaged Microsoft Consulting Services (MCS), per the terms and conditions set forth in the master agreement. The total value of these services is \$911,087. The table below provides details of the current MSA statements of services.

**Microsoft Services by Department**

Service	Department	SOS#	Executed	Term	Amount
PSS	Public Works (DPW)	690-S-002	6/1/2006	7/1/06 – 6/30/07	<b>\$83,380</b>
MCS	Registrar-Recorder/County Clerk	710-C-001	6/22/2006	8/1/06 – 12/31/06	<b>\$99,750</b>
PSS	Health Services (DHS)	195-S-002	6/28/2006	7/1/06 – 6/30/07	<b>\$203,060</b>
PSS	Sheriff	770-S-002	7/12/2006	7/12/06 – 7/11/07	<b>\$94,388</b>
PSS	Chief Administrative Office (CAO)	060-S-002	7/24/2006	7/24/06 – 7/23/07	<b>\$36,040</b>
PSS	Internal Services (ISD/Midrange)	300-S-003	8/23/2006	8/23/06 – 8/22/07	<b>\$168,399</b>
PSS	Mental Health (DMH)	435-S-002	8/30/2006	9/16/06 – 9/15/07	<b>\$131,620</b>
PSS	Executive Office (BOS)	061-S-001	12/4/2006	12/10/06 – 12/11/07	<b>\$94,450</b>
Total:					<b>\$911,087</b>

The next status report will be provided in June 2007. Should you have any questions, please contact David Hamamoto, Associate CIO/CISO, at [dhamamoto@cio.lacounty.gov](mailto:dhamamoto@cio.lacounty.gov)/562.658.1700.

JWF:DH:GM:ygd

- c: Information Systems Commission
- IT Board Deputies
- Elizabeth Cortez, Senior Assistant, County Counsel